

**From:** Michele and George  
**To:** Microsoft ATR  
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As a consumer of Microsoft products, I feel dirty .... their software products are mediocre, but I have really have no choice but to buy and use them in order to function in an electronic medium. However, it is their ABSOLUTE LACK OF CUSTOMER SERVICE that takes the cake! They have no regard for the customer - keeping people on hold, passing the buck, not resolving technical issues, billing errors, etc. They just don't care about the customer, and that makes me sick. Only an abusive monopoly can get away with this sort of behavior.

Thanks for reading,  
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